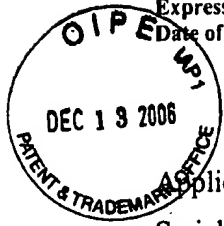


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE UNDER 37 C.F.R. 1.116

Sir:

In response to the Final Office Action, dated October 13, 2006, Applicant respectfully requests the Examiner to reconsider and withdraw the current rejections in light of the following remarks. This response was necessitated by the Examiner's continued reliance upon the same references which were deemed overcome by the Response filed on July 19, 2006.

Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.

OK to Enb
QV
11/9/07